



COVID-19: Home Care & Palliative Care Review & Assessment of Priority 3 Visits

“It is an expectation that as case coordinators you are familiar with your client and their individual care needs. Your knowledge and assessment will inform the following actions. “

1. ACTION: When determined to be operationally required Priority visits will need to be reviewed and assessed based on need as per the Home Care Home Visit COVID-19 Response Planning: VISIT PRIORITY CODES AND NURSING EMERGENCY CODES guideline. Staff (Community/Specialty Home Care Case Coordinators, Nursing Resource Coordinators, Nursing Scheduling Clerks, Resource Coordinators, Admin and Scheduling Clerks) will be required to update their voicemail greeting to reflect the following:

“As our health care system prepares to address COVID-19 we are thoroughly reviewing all of the health services we provide and how we work with you and your caregivers in order to support your ongoing health needs during this time. We are working to contact each of you individually to discuss the best option to address your care needs during this time. Please note, that this may impact the delivery of your services. We are doing our best to reach each and every one of your, but if you have a concern or if there is a change in your health status, please contact your Case Coordinator or Nursing Resource Coordinator/Nursing Scheduling Clerk. If you have an urgent health care need that cannot wait for a call back please go to an urgent care center or call 911 if it is an emergency.”

2. ACTION: Clients with Priority 3 visits will be contacted by Home Care via a phone call to either the client directly or the caregiver. Community/Specialty/ Home Care Case Coordinator, Nursing Resource Coordinator:

-Contact clients/caregivers via phone using the following script.

“This is (name), your Case Coordinator/Nursing Resource Coordinator. Your health and wellbeing is of the utmost importance to us. As our health care system prepares to address COVID-19 we are thoroughly reviewing all of the health services we provide and how we work with you and your caregivers in order to support your ongoing health needs during this time. We are reaching out to you today to work through your existing care plan and look for opportunities to modify that plan using your back up caregiver support where possible to offer less frequent visits without compromising your health status. Please contact me, (name of Case Coordinator or Nursing Resource Coordinator) if you require additional support or assistance during this time or if there is a change in your health status. For example, if your health condition gets worse or you develop a new symptom of concern, please call so that we can respond to your situation in a timely manner. If you have an urgent/emergent situation, pls call 911. With any change or modification to your schedule, please be aware that you may not be able to receive your same visit time or care worker. Thank you for your understanding during this unprecedented time.”

*** Ensure that the client and/or caregiver have your accurate contact information in addition to the After Hours contact information. ***

3. ACTION: Community/Specialty/Nursing Coordinated clients will remain open to service coordination if it is determined that their visits can be adjusted or postponed indefinitely due to COVID-19. This will allow for easier identification of clients who will require a resumption of services in future.

4. ACTION: A record of clients whose services have been reduced by Home Care will be kept utilizing supervisor requirements in EHCR.

Community/Specialty/ Case Coordinator, Nursing Resource Coordinator:

-Keep track of clients with ongoing postponed services via Supervisor Requirements in EHCR.

- Choose the requirement CC General,
- Select Supervisor Type,
- Select CC
- Enter an appropriate due date based on the date the discussion and assessment with client and family took place (i.e., weekly, bi-weekly)
- Select description indicating “Non-essential services canceled ongoing”.
- Due dates are to be changed once the supervisor requirement comes up for review.
- If, at time of the supervisor requirement being due, non-essential visits are still postponed, reset the due date according to the revised assessment.
- The supervisor requirement may be completed once, as a result of the assessment, a visit has been identified as required. The task should then be sent to the Scheduling Unit to resume a visit or services.

Requirement	Class	Supervisor Type	Due Date	Description
CC General	Supervisor Type	CC	4/19/2020	Non-essential servic

Community/Specialty Case Coordinator, Nursing Resource Coordinator:

-Keep track of clients of all Priority Service Levels via Supervisor Requirements in EHCR (Home Care) or Accuro EMR (Palliative Care).

- Priority Service Levels should be reviewed and modified based on client/family/caregiver communication and assessment.

Specific to Palliative Care: Clients designated Priority Level 3 will be triaged as Priority level 2 as they are at high risk for an acute change in their functional and/or cognitive status. These clients should receive a phone call at minimum once every 2 weeks.

5. Action: Case Coordinator sends a task to the Scheduling Unit to cancel visits ongoing as per: <https://home.wrha.mb.ca/prog/homecare/files/CancellationofVisitsOngoingbyClientsCaregiversMarch2020.pdf>

6. Action: Scheduling Unit will cancel identified visits as per task from Case Coordinator. Visits are *not* removed from client schedules, only cancelled ongoing. Scheduling Units should reference the document “COVID-19 PLANNING: Cancellation of Visits by Client or Office” direction.